

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:

Case:

07-0365

ORIGINAL

Regarding a complaint by (Person making the complaint):

CECILIA MILOTTI

Against (Utility name):

AT&T

As to (Reason for complaint)

I HAD TO FILE ANOTHER COMPLAINT WITH THE ICC TO
RECEIVE MY \$30 INTERNET REBATE, WHICH I THEN RECEIVED AS A
CREDIT. THEY DID NOT PROVIDE THE FEATURES DESCRIBED TO ME
WHEN I CHANGED MY PLAN IN MAY 2006
in Winnetka, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

422 Rosewood Ave, Winnetka, IL 60093

The service address that I am complaining about is

The same

My home telephone is

[847] 446-7339

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[847] 446-7339

(Full name of utility company) AT&T
to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Part 735

ILLINOIS
COMMERCE COMMISSION
2007 JUN 13 1:55
CHIEF CLERK'S OFFICE

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Upon changing my plan in May 2006, it took 9 months and a complaint to the ICC to get, not the \$50 rebate I was supposed to get, but a \$50 credit on my bill. I have a 2 line plan with a choice of 2 features. My third line was not supposed to have any extras at all. They put a line holder on the 3rd line and gave me the 2 extra features on the first line only. The agreement was supposed to be received. At the mediation hearing the ATT lawyer told me that "they are not responsible for errors by their representatives."

Please clearly state what you want the Commission to do in this case:

I want the same 2 features I have on 847-446-7339 to be also on 847-446-3394, namely, talking call waiting and caller ID. Thank you.

Date: June 8, 2007
(Month, day, year)

Complainant's Signature

Cecile Gilt

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, CECILE N. MILOTTI, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature)

Cecile Gilt

Subscribed and sworn/affirmed to before me on (month, day, year) 06-08-2007

[Signature]

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.